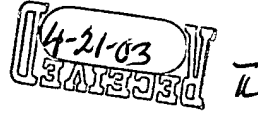


AMENDMENT UNDER 37 C.F.R. § 1.116
U.S. Patent Application No. 09/346,930



IN THE CLAIMS:

The claims are amended as follows:

✓ D 1. (Twice Amended) An interface device (IM) directly coupled between a network switch (SSP) and a computer telephony integration (CTI) server means (CTS), said interface device (IM) being adapted to directly communicate between a service switching function device (SSF) having a service switching functionality and included within said network switch (SSP) and said CTI server means (CTS).

26. (Twice Amended) An apparatus (A) for providing a service to at least one customer (C), said apparatus comprising:
a computer telephony integration (CTI) server means (CTS);
a network switch (SSP) including a service switching function device (SSF) having a service switching functionality;
an application programming interface (API) coupling said CTI server means (CTS) to an executable means (EM1,...,EM5), said executable means being adapted to execute said service;
and
interface means (IM) directly coupled between said network switch (SSP) and said CTI server means (CTS), said interface means (IM) being adapted to directly communicate between [a] said service switching function device (SSF) of said network switch (SSP) and said CTI server means (CTS).